

## **Program A: Administration**

### **OBJECTIVES AND PERFORMANCE INDICATORS**

Unless otherwise indicated, all objectives are to be accomplished during or by the end of FY 2002-2003. Performance indicators are made up of two parts: name and value. The indicator name describes what is being measured. The indicator value is the numeric value or level achieved within a given measurement period. For budgeting purposes, performance indicators are shown for the prior fiscal year, the current fiscal year, and alternative funding scenarios (continuation budget level and Executive Budget recommendation level) for the ensuing fiscal year of the budget document.

The objectives and performance indicators that appear below are associated with program funding in the Base Executive Budget for FY 2002-2003.

DEPARTMENT ID: 17 Department of Civil Service  
 AGENCY ID: 17-561 Municipal Fire and Police Civil Service  
 PROGRAM ID: Program A: Administration

GENERAL PERFORMANCE INFORMATION: MUNICIPAL FIRE AND POLICE CIVIL SERVICE					
PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES				
	PRIOR YEAR ACTUAL FY 1996-97	PRIOR YEAR ACTUAL FY 1997-98	PRIOR YEAR ACTUAL FY 1998-99	PRIOR YEAR ACTUAL FY 1999-00	PRIOR YEAR ACTUAL FY 2000-01
Number of jurisdictions in Municipal Fire and Police	92	93	94	96	96
Number of covered employees in MF&PCS system	7,306	7,404	7,434	7,647	7,803
Ratio of Office of State Examiner staff covered	1:487 <sup>1</sup>	1:436	1:437 <sup>2</sup>	1:450 <sup>2</sup>	1:459 <sup>2</sup>
Cost per covered employee within MF&PCS system <sup>3</sup>	\$93	\$102 <sup>4</sup>	\$111 <sup>5</sup>	\$117 <sup>6</sup>	\$121 <sup>7</sup>

<sup>1</sup> Office of State Examiner Staff = 15

<sup>2</sup> Office of State Examiner Staff = 17

<sup>3</sup> This performance indicator is determined by dividing actual expenditure by the number of employees in the system.

<sup>4</sup> The agency had a carry-forward in the amount of \$23,375 for legal and professional service contracts.

<sup>5</sup> Includes \$27,000 added to agency budget by BA-7 for Y2K computer upgrade.

<sup>6</sup> Includes 27th pay period. This figure would have been \$113 had the 27th pay period been removed from total figure.

<sup>7</sup> The agency had a carry-forward in the amount of \$10,096 for legal services contract.

DEPARTMENT ID: 17 Department of Civil Service  
 AGENCY ID: 17-561 Municipal Fire and Police Civil Service  
 PROGRAM ID: Program A: Administration

1. (KEY) To improve the validity of classification descriptions and classification plans developed and maintained by the Office of the State Examiner (OSE) by revising 100% of the 27 standard job analysis questionnaires, reviewing and updating, as necessary, at least 20% of all classification plans, and ensuring that 25% of classification plans are supported by job analysis data less than five years old.

Strategic Link: This operational objective is an incremental step toward accomplishing Strategic Objective I.1: *To improve the content validity of classification plans for each jurisdiction by ensuring that each class description is supported by a recent job analysis (less than five years old) by June 30, 2006.*

Louisiana: Vision 2020 Link: This operational objective is linked to Vision 2020 Objective 1.8: *To improve the efficiency and accountability of governmental agencies.*

Children's Cabinet Link: Not Applicable

Other Link(s): Not Applicable

Explanatory Note: This objective will be accomplished by:

> revising 100% of the 27 standard job analysis questionnaires to reflect current work methods in fire and police services and develop validity documentation on qualification requirements.

> reviewing and updating, as necessary, at least 20% of all classification plans to ensure that all classification plans will eventually be based upon information no more than five years old.

> ensuring that 25% of classification plans are supported by job analysis data less than five years old.

L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 2000-2001	ACTUAL YEAREND PERFORMANCE FY 2000-2001	ACT 12 PERFORMANCE STANDARD FY 2001-2002	EXISTING PERFORMANCE STANDARD FY 2001-2002	AT CONTINUATION BUDGET LEVEL FY 2002-2003	AT RECOMMENDED BUDGET LEVEL FY 2002-2003
K	Percentage of standard job analysis questionnaires revised	Not Applicable <sup>1</sup>	Not Available <sup>1</sup>	Not Applicable <sup>1</sup>	33% <sup>1</sup>	100%	100%
K	Percentage of classification plans reviewed and updated	Not Applicable <sup>1</sup>	Not Available <sup>1</sup>	Not Applicable <sup>1</sup>	20% <sup>1</sup>	20%	20%
K	Percentage of class descriptions supported by job analysis data less than 5 years old	Not Applicable <sup>2</sup>	10% <sup>2</sup>	Not Applicable <sup>2</sup>	16% <sup>2</sup>	25%	25%
K	Percentage of qualification requirements in class plans supported by validity documentation	Not Applicable <sup>3</sup>	Not Available <sup>3</sup>	Not Applicable <sup>3</sup>	10% <sup>3</sup>	25%	10%

<sup>1</sup> This is a new performance indicator for FY 2002-2003. This indicator did not appear in Act 11 of 2000 or Act 12 of 2001 and does not have a performance standard for FY 2000-2001 or 2001-2002. The agency indicates that no FY 2000-2001 yearend actual figure is available since the agency has not previously maintained records for this indicator. The value shown for existing performance standard is an estimate of yearend performance not a performance standard.

<sup>2</sup> This is a new performance indicator for FY 2002-2003. This indicator did not appear in Act 11 of 2000 or Act 12 of 2001 and does not have a performance standard for FY 2000-2001 or 2001-2002. The value shown for existing performance standard is an estimate of yearend performance, based on current workload, not a standard. There are currently 372 classes for which a job analysis has been conducted in the past five years, but which have been updated. Efforts are being made to reduce this backlog.

<sup>3</sup> This is a new performance indicator for FY 2002-2003. This indicator did not appear in Act 11 of 2000 or Act 12 of 2001 and does not have a performance standard for FY 2000-2001 or 2001-2002. The value shown is an estimate not a standard. For the Fiscal Year 2001-2002 Existing Performance Standard the agency has not previously maintained a record of this activity, however, efforts are being made to ensure that 10% of class descriptions will have supporting validity documentation for qualification requirements by the end of Fiscal Year 2001-2002.

For additional information on Municipal Fire and Police Civil Service System classification descriptions and plans, see the General Performance Information table that follows this objective.

DEPARTMENT ID: 17 Department of Civil Service  
 AGENCY ID: 17-561 Municipal Fire and Police Civil Service  
 PROGRAM ID: Program A: Administration

GENERAL PERFORMANCE INFORMATION: MUNICIPAL FIRE AND POLICE CIVIL SERVICE CLASSIFICATION DESCRIPTIONS AND PLANS					
PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES				
	PRIOR YEAR ACTUAL FY 1996-97	PRIOR YEAR ACTUAL FY 1997-98	PRIOR YEAR ACTUAL FY 1998-99	PRIOR YEAR ACTUAL FY 1999-00	PRIOR YEAR ACTUAL FY 2000-01
Total number of class descriptions	859	873	887	899	915
Number of standard job analysis questionnaires	25	25	26	27	27
Number of new job analyses conducted	55	76	81	87	90
Number of class descriptions supported by job analysis data less than 5 years old	Not applicable	Not applicable	Not applicable	Not applicable	87

DEPARTMENT ID: 17 Department of Civil Service  
 AGENCY ID: 17-561 Municipal Fire and Police Civil Service  
 PROGRAM ID: Program A: Administration

2. (SUPPORTING) To provide initial orientation concerning the requirements of Municipal Fire and Police Civil Service Law to local governing authorities in 25% of new jurisdictions to which the system applies and assist such entities in establishing civil service boards.

Strategic Link: This operational objective is an incremental step toward accomplishing Strategic Objective III.1: *To provide initial orientation by June 30, 2006, to local governing authorities in 27 new jurisdictions to which the system applies concerning the requirements of Municipal Fire and Police civil Service Law, and assisting such entities in establishing civil service boards.*

Louisiana: Vision 2020 Link: This operational objective is linked to Vision 2020 Objective 1.8: *To improve the efficiency and accountability of governmental agencies.*

Children's Cabinet Link: Not Applicable

Other Link(s): Not Applicable

L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 2000-2001	ACTUAL YEAREND PERFORMANCE FY 2000-2001	ACT 12 PERFORMANCE STANDARD FY 2001-2002	EXISTING PERFORMANCE STANDARD FY 2001-2002	AT CONTINUATION BUDGET LEVEL FY 2002-2003	AT RECOMMENDED BUDGET LEVEL FY 2002-2003
S	Number of potential jurisdictions identified as meeting the constitutional and statutory requirements mandating inclusion in the Municipal Fire and Police Civil Service System	Not Applicable <sup>1</sup>	27 <sup>2</sup>	Not Applicable <sup>1</sup>	36 <sup>1</sup>	38	44

<sup>1</sup> This is a new performance indicator. It did not appear under Act 11 of 2000 or Act 12 of 2001 and has no performance standards for FY 2000-2001 or FY 2001-2002. The value shown for existing performance standard is an estimate of yearend performance not a performance standard.

<sup>2</sup> The OSE indicates that, due to chronic staffing shortages and high demand for services to existing jurisdictions, the OSE has been unable to devote resources necessary to pursue these activities.

DEPARTMENT ID: 17 Department of Civil Service  
AGENCY ID: 17-561 Municipal Fire and Police Civil Service  
PROGRAM ID: Program A: Administration

3. (KEY) To improve the quality of examinations and efficiency of exam preparation, validity of upper-level promotional examinations, and validity documentation of multi-jurisdictional promotional examinations while continuing to provide examination scores to local civil service boards within 120 days from receipt of an exam request.

Strategic Link: This operational objective is an incremental step toward accomplishing the following strategic objectives:

- II.1: *By June 30, 2006, improve the validity of examinations developed by the Office of State Examiner so that candidates identified as eligible will have the knowledge and skills necessary to be placed in working test period, and so that examinations administered will be legally defensible.*
- II.2: *To continue providing examination scores to local civil service boards within 120 days from receipt of exam request despite an anticipated 50% increase in number of jurisdictions to which the system will apply by June 30, 2006.*
- II.3: *By June 30, 2006, to complete a major analysis of all Fire Prevention and Fire Investigation classes statewide (approximately 12 class titles) and develop standard, multi-jurisdictional examinations for use in as many levels statewide as possible.*
- II.1: II.4: *Improve quality of examinations and efficiency of exam preparation by conducting a comprehensive review and update of all 11,000+ test questions in OSE database for which tests are drawn by June 30, 2006.*

Louisiana: Vision 2020 Link: This operational objective is linked to Vision 2020 Objective 1.8 (*To improve the efficiency and accountability of governmental agencies.*) and Objective 3.3 (*To have safe homes, schools, and streets throughout the State.*).

Children's Cabinet Link: Not Applicable

Other Link(s): Not Applicable

Explanatory Note: The Office of the State Examiner (OSE) anticipates a 50% increase in the number of jurisdictions to which the Municipal Fire and Police Civil Service applies. As a result, the OSE anticipates that the number of exam requests will increase from the FY 2000-2001 actual of 494 to approximately 530 in FY 2002-2003. The operational objective shown above will be accomplished by:

- > improving the validity of upper-level promotional examinations by incorporating low fidelity, job simulation testing for the ranks of Deputy Police Chief, Assistant Police Chief, Deputy Fire Chief, and Assistant Fire Chief.

Traditional assessment center components are very expensive to develop and grade, but are able to assess leadership and decision-making skills critical to upper level jobs that would ordinarily not be possible with a standard multiple-choice examination. This test format utilizes what appears to be multiple-choice questions, but which are actually situations or problems presented the question with alternatives for solutions as the answers. The exam material must be developed and validated by panels of subject matter experts, consisting of training officials and experienced incumbents in the jobs for which the test material is being developed. Studies have compared this test strategy to assessment center components with a high degree of correlation in the outcome, but for much less expense. The OSE is already doing assessment center testing at the level of Chief but is targeting low fidelity, job simulation testing for the ranks of Deputy Police Chief, Assistant Police Chief, Police Major, and Police Captain in the police service, and Deputy Fire Chief, Assistant Fire Chief, and District Fire Chief in the fire service.

- > improving validity documentation of multi-jurisdictional promotional examinations by developing supporting documentation for use of test scores for ranking purposes in 25% of such examinations. The OSE anticipates that the number of multi-jurisdictional promotional examinations will increase from the FY 2000-2001 actual of 119 to an estimated 120 in FY 2002-2003.

Louisiana's Municipal Fire and Police Civil Service Law requires only support for the tests on a pass/fail basis, inasmuch as anyone making a score of 75 or higher is eligible for competitive appointments, and promotional appointments must be offered to the person with a score of 75 or higher with the greatest total departmental seniority. However, the OSE is aware that jurisdictions are using the scores for other purposes. One jurisdiction, for example, will not schedule an interview with an individual seeking entrance employment unless he/she scores at least 95, rather than 75, on the test. Other jurisdictions utilize scores on examinations in breaking ties in seniority when making promotional appointments. Therefore, it is incumbent upon the OSE to develop at least rudimentary support for the scores when used in this manner. Criterion studies are feasible in the entrance classes, although they are time consuming and expensive to conduct. The OSE, therefore, is proposing to utilize input from job experts in supporting that the possession of knowledges, skills, and abilities evaluated by OSE examinations distinguish between levels of performance.

> developing and validating at least two examinations for multi-purpose use for entry level Fire Prevention and Fire Investigation classes.

> improving the quality of examinations and efficiency of exam preparation by reviewing 25% of test questions in OSE database from which examinations are developed. The OSE database of test items comprises approximately 11,000 test items that have been developed by the OSE. The database includes items in the item bank that have been reviewed, properly sourced, and otherwise revised, and are ready for examination purposes. The database also contains other items that are in various stages of development, review, or revision, and include items that have been submitted for removal from the item bank. As a measure of outcome and efficiency, see the performance indicator "Number of test questions that must be removed during the grading process due to problems with item construction or source" below. Input and output indicators related to this issue may be found in the General Performance Information table that follows this objective.

L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 2000-2001	ACTUAL YEAREND PERFORMANCE FY 2000-2001	ACT 12 PERFORMANCE STANDARD FY 2001-2002	EXISTING PERFORMANCE STANDARD FY 2001-2002	AT CONTINUATION BUDGET LEVEL FY 2002-2003	AT RECOMMENDED BUDGET LEVEL FY 2002-2003
K	Number of days from date of examination request to date scored are mailed	86	90	96	96	120 <sup>1</sup>	120
S	Number of ranks for which low fidelity, job simulation testing has been developed and incorporated	Not Applicable <sup>2</sup>		Not Applicable <sup>2</sup>	<sup>2</sup>	4	4
S	Percentage of multi-jurisdictional promotional examinations for which documentary support for score ranking has been established	Not Applicable <sup>2</sup>		Not Applicable <sup>2</sup>	<sup>2</sup>	5	5
S	Number of fire prevention/investigation classes for which multi-jurisdictional standard examinations have been developed	Not Applicable <sup>2</sup>		Not Applicable <sup>2</sup>	<sup>2</sup>	2	2
S	Number of challenges where a civil service board, <sup>3</sup> court or other regulatory entity has found that an examination in the Fire Prevention/Investigation series was not appropriate	Not Applicable <sup>2</sup>		Not Applicable <sup>2</sup>	<sup>2</sup>	1	1
S	Number of test questions that must be removed during the grading process due to problems with item construction or source	Not Applicable <sup>2</sup>	34	Not Applicable <sup>2</sup>	30 <sup>2</sup>	38	38

<sup>1</sup> The agency has a relatively inexperienced staff and anticipates longer delays in the exam process due to increased workload.



<sup>2</sup> This is a new performance indicator. It did not appear under Act 11 of 2000 or Act 12 of 2001 and has no performance standards for FY 2000-2001 or FY 2001-2002. The value shown for existing performance standard is an estimate of yearend performance not a performance standard.

<sup>3</sup> Other regulatory entities may include the U.S. Department of Justice or the Equal Employment Opportunity Commission.

For additional information on Municipal Fire and Police Civil Service System examinations, see the General Performance Information table that follows this objective.

DEPARTMENT ID: 17 Department of Civil Service  
 AGENCY ID: 17-561 Municipal Fire and Police Civil Service  
 PROGRAM ID: Program A: Administration

GENERAL PERFORMANCE INFORMATION: MUNICIPAL FIRE AND POLICE CIVIL SERVICE EXAMINATIONS					
PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES				
	PRIOR YEAR ACTUAL FY 1996-97	PRIOR YEAR ACTUAL FY 1997-98	PRIOR YEAR ACTUAL FY 1998-99	PRIOR YEAR ACTUAL FY 1999-00	PRIOR YEAR ACTUAL FY 2000-01
Number of examination requests	469	589	527	466	494
Number of new tests developed and validated	189	289	220	195	191
Number of candidates examined	6,448	5,765	6,250	6,129	6,200
Number of multi-jurisdictional promotional examinations	117	129	119	115	119
Number of validation studies conducted on standard, multi-jurisdictional exams	0	0	0	1	0
Number of challenges to standard examinations where a civil service board, court, or other regulatory entity finds that a standard examination administered by the Office of State Examiner (OSE) was not appropriate	0	0	0	0	0
Number of test questions in item bank	10,143	9,238	9,779	9,528	8,476
Number of test questions reviewed and removed from item bank	Not applicable	Not applicable	Not applicable	Not applicable	110
Number of test questions updated or reviewed	Not applicable	Not applicable	Not applicable	Not applicable	308
Number of test questions researched and sourced to new reference editions	Not applicable	Not applicable	Not applicable	Not applicable	373
Number of new test questions written to satisfy requirements of examination plans	Not applicable	Not applicable	Not applicable	Not applicable	257

DEPARTMENT ID: 17 Department of Civil Service  
 AGENCY ID: 17-561 Municipal Fire and Police Civil Service  
 PROGRAM ID: Program A: Administration

4. (KEY) To reduce the percentage of Personnel Action Forms (PAFs) which must be returned to local jurisdictions to 6.0% by June 30, 2003.

Strategic Link: This operational objective is an incremental step toward accomplishing Strategic Objective III.3: *To reduce the percentage of Personnel Action Forms (PAFs) which must be returned to local jurisdictions to 4.0% by June 30, 2006, through training of local personnel and interactive computer based tutorial to facilitate correct personnel actions.*

Louisiana: Vision 2020 Link: This operational objective is linked to Vision 2020 Objective 1.8: *To improve the efficiency and accountability of governmental agencies.*

Children's Cabinet Link: Not Applicable

Other Link(s): Not Applicable

L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 2000-2001	ACTUAL YEAREND PERFORMANCE FY 2000-2001	ACT 12 PERFORMANCE STANDARD FY 2001-2002	EXISTING PERFORMANCE STANDARD FY 2001-2002	AT CONTINUATION BUDGET LEVEL FY 2002-2003	AT RECOMMENDED BUDGET LEVEL FY 2002-2003
K	Percentage of PAFs reviewed which are returned for correction	7.5%	3.9%	7.4%	7.4%	6.0%	6.0%
S	Number of personnel action forms (PAFs) reviewed for compliance with civil service law	5,175	6,675 <sup>1</sup>	5,550	5,550	5,750	5,750
S	Number of PAFs returned to jurisdictions for corrections because of errors in applications of civil service law	390	262	410	410	398	398

<sup>1</sup> This number reflects an unusually high volume due to efforts made to reduce a backlog of unprocessed personnel action forms. The agency received a higher than normal volume of new forms during Fiscal Year 2000-2001.

DEPARTMENT ID: 17 Department of Civil Service  
 AGENCY ID: 17-561 Municipal Fire and Police Civil Service  
 PROGRAM ID: Program A: Administration

5. (KEY) To ensure that at least 75% of local civil service boards, chiefs, and governing authorities responding to survey rate the services provided them by the OSE as satisfactory or better.

Strategic Link: This operational objective is related to the following strategic objectives:

I.2: *By June 30, 2006, improve efficiency of service to local civil service boards by providing timely recommendations to civil service boards on needed class plan changes following all job analyses*

III.2: *To improve service to jurisdictions through timely support to those involved in the operation of the system at the local level through telephone support, correspondence, seminars, individual orientation sessions, and revised training materials with interactive components by June 30, 2006.*

III.4: *To increase service to jurisdictions and to applicants for employment in the system through the 3-government concept by adding online, interactive services in ten (10) areas by June 30, 2006.*

Louisiana: Vision 2020 Link: This operational objective is linked to Vision 2020 Objective 1.8: *To improve the efficiency and accountability of governmental agencies.*

Children's Cabinet Link: Not Applicable

Other Link(s): Not Applicable

Explanatory Note: The OSE provides a variety of services to local civil service boards and local jurisdictions. To achieve a satisfactory or better service level rating by local civil service boards and local jurisdictions, the OSE will:

- > Improve efficiency of service to local civil service boards by providing recommendations on needed classification description changes within 120 days of receipt of job analysis information.
- > Improve efficiency of service to local civil service boards by providing updated classification descriptions to local boards within 80 days following receipt of minutes indicating adoption by local civil service board.
- > Provide timely support to jurisdictions in the system by reviewing minutes of meetings of all civil service boards, tracking legislation pertinent to the Municipal Fire and Police Civil Service system on agency website, and publishing annual newsletter on resulting legal changes.
- > Improve service to jurisdictions through training efforts by ensuring that 100% of jurisdictions have either attended training seminar or received newly revised training manuals by June 30, 2003.
- > Provide timely support to individuals with operational questions about the system by responding to questions within two working days.
- > Provide timely response to written requests for guidance by providing written responses within 45 days of receipt of inquiry.
- > Increase service to jurisdictions and applicants for employment in the system through the e-government concept by adding online, interactive services in three (3) areas by June 30, 2003.

L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 2000-2001	ACTUAL YEAREND PERFORMANCE FY 2000-2001	ACT 12 PERFORMANCE STANDARD FY 2001-2002	EXISTING PERFORMANCE STANDARD FY 2001-2002	AT CONTINUATION BUDGET LEVEL FY 2002-2003	AT RECOMMENDED BUDGET LEVEL FY 2002-2003
K	Percentage of local civil service boards and jurisdictions indicating satisfaction with OSE services	Not Applicable <sup>1</sup>	Not Applicable <sup>1</sup>	Not Applicable <sup>1</sup>	Not Applicable <sup>1</sup>	75%	75%
S	Average number of days between date of receipt of <sup>2</sup> job analysis data and date of recommendation on class plan to civil service board	180	185	165	165	120	120

S	Average number of days between receipt of minutes of board meeting identifying changes adopted to class plan and date on which completed revisions are forwarded to civil service board	Not Applicable <sup>3</sup>	Not Available <sup>3</sup>	Not Applicable <sup>3</sup>	120 <sup>3</sup>	80	80
S	Percentage of survey respondents finding agency legislative tracking site informative and helpful	Not Applicable <sup>3</sup>	Not Available <sup>3</sup>	Not Applicable <sup>3</sup>	70% <sup>3</sup>	75%	75%
S	Percentage of jurisdictions for which training has been provided (either through seminars and/or training manuals)	Not Applicable <sup>3</sup>	Not Available <sup>3</sup>	Not Applicable <sup>3</sup>	10% <sup>3</sup>	25%	25%
S	Percentage of seminar attendees rating training as informative and helpful	Not Applicable <sup>3</sup>	Not Available <sup>3</sup>	Not Applicable <sup>3</sup>	70% <sup>3</sup>	75%	75%
S	Average number of working days to respond to telephone inquiries	Not Applicable <sup>3</sup>	Not Available <sup>3</sup>	Not Applicable <sup>3</sup>	4 <sup>3</sup>	2	2
S	Average number of working days to respond to written requests for guidance	Not Applicable <sup>3</sup>	Not Available <sup>3</sup>	Not Applicable <sup>3</sup>	50 <sup>3</sup>	45	45
S	Number of new informational categories added to website	26	48	38	38	41	41

<sup>1</sup> This is a new performance indicator representing the outcome of a new initiative for FY 2002-2003. As a result, there are no performance standards or performance data for FY 2000-2001 and FY 2001-2002.

<sup>2</sup> This indicator was formerly reported as "Average number of days between the date a class plan change is requested or initiated and the date the completed change is forwarded to the local civil service board." Although the indicator name has been changed, there has been no change in what the indicator measures or how that measurement is calculated.

<sup>3</sup> This is a new performance indicator for FY 2002-2003. This indicator did not appear in Act 11 of 2000 or Act 12 of 2001 and does not have a performance standard for FY 2000-2001 or 2001-2002. The agency indicates that no FY 2000-2001 yearend actual figure is available since the agency has not previously maintained records for this indicator. The value shown for existing performance standard is an estimate of yearend performance not a performance standard.

For additional information on Municipal Fire and Police Civil Service System services to local civil service boards and local jurisdictions, see the General Performance Information table that follows this objective.

DEPARTMENT ID: 17 Department of Civil Service  
 AGENCY ID: 17-561 Municipal Fire and Police Civil Service  
 PROGRAM ID: Program A: Administration

GENERAL PERFORMANCE INFORMATION: OFFICE OF STATE EXAMINER SERVICES TO LOCAL CIVIL SERVICE BOARDS AND					
PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES				
	PRIOR YEAR ACTUAL FY 1996-97	PRIOR YEAR ACTUAL FY 1997-98	PRIOR YEAR ACTUAL FY 1998-99	PRIOR YEAR ACTUAL FY 1999-00	PRIOR YEAR ACTUAL FY 2000-01
Number of class descriptions identified as requiring revision following receipt of recent job analysis	Not applicable	Not applicable	Not applicable	Not applicable	74
Number of class description recommendations made to local civil service boards	298	270	237	371	45
Number of civil service minutes reviewed	Not applicable	Not applicable	544	548	454
Number of legislative bills impacting the Municipal Fire and Police Civil Service System tracked on OSE website	Not applicable	Not applicable	Not applicable	Not applicable	100
Number of copies of <i>The Examiner</i> distributed	Not applicable	Not applicable	Not applicable	585	0 <sup>1</sup>
Number of individuals trained through seminars or individual orientation	Not applicable	151	109	121	40 <sup>2</sup>
Number of training manuals distributed	Not applicable	159	165	88	71
Number of informational categories on agency website	Not applicable	8	10	34	82
Number of visitors annually to agency website	Not applicable	Not applicable	1,658	2,521	5,626

<sup>1</sup> The primary purpose of the newsletter is to report new legislation. Inasmuch as the 2001 Legislative Session ended on June 18, 2001, the OSE was unable to prepare and distribute the newsletter prior to the end of the fiscal year. However, the agency distributed 877 copies of the newsletter in August 2001. The number of newsletters distributed was increased to include the members of the Louisiana Legislature and officials of other state departments, agencies, and local jurisdictions.

<sup>2</sup> The OSE indicates that, due to chronic staffing shortages and high demand for services to existing jurisdictions, the OSE has been unable to devote resources necessary to pursue these activities.